

Addendum # 2

Addendum Date July 22, 2016

Request for Proposals # 2730

Title Hosted Credit Card Payment System

Due Date July 27, 2016

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This Addendum #2 is produced to respond to vendor questions regarding this RFP.

1. Question: Under the "Scope of Services" page 12, "**Item 15. Separate monthly invoice for billing of any fees.**" Will the City of Lynnwood accept the debiting of monthly merchant service fees from their Direct Deposit Account (DDA)?

Answer: We require the awarded vendor to provide a separate billing statement for each of the different type of merchant processing accounts opened. *Example; One statement for Utility Billing Merchant account, a separate statement for the Permits Billing Merchant account, and other separate Statements for other accounts like Online Permits payments, etc.* Each statement should be separate based on the merchant account used by that departments transactions for easy statement reconciliation. We will accept the debiting of monthly merchant service fees from our Direct Deposit Account.

2. Question: Under the "Section 4(C). Technical Requirements" page 13, "**Please provide calculation for payments based on transactions of 5, 10, 25, 50 and 100 dollars. This should show how the City will be charged for a transaction.**" Will the City of Lynnwood provide merchant statements from their existing processor including average ticket information to determine fees?

Answer: Each Bidder is required to show a payment example with fee breakdown schedule for each type of merchant account proposed. This explanation would demonstrate how a \$5, \$10, \$25, \$50, \$100+ dollar payment would charge a processing, transaction, convenience, or other fees to the City of Lynnwood for each type of merchant account being proposed. *Examples: A utility billing account charges \$50 and there is a 2% transaction to the city of Lynnwood, but a \$100 payment would be 1.95%. A Permits billing account charges \$50 and there is a flat \$1 transaction fee to the city of Lynnwood, but a \$100 payment would be 2.1% fee. These are the 2015 transactions for your reference.*

Authorizing Department	Count	Total Sale	User Fee	Customer Total	Credit Card	Agency Income
		(excl.customer	Agency			
		fee)				
SeniorHPS	2472	\$ 92,226.25	\$ 3,495.81	\$ 92,226.25	\$ 92,226.25	\$ 88,730.44
FinanceHPS	4368	\$ 985,915.78	\$ 29,717.56	\$ 985,915.78	\$ 985,915.78	\$ 956,198.22
OnlineRegistrationHPS	4035	\$ 343,798.38	\$ 10,898.47	\$ 343,798.38	\$ 343,798.38	\$ 332,899.91
POSWebHPS	9307	\$ 1,800,624.99	\$ 54,135.64	\$ 1,800,624.99	\$ 1,800,624.99	\$ 1,746,489.35
PermitsHPS	1480	\$ 518,268.34	\$ 15,552.85	\$ 518,268.34	\$ 518,268.34	\$ 502,715.49
PoliceHPS	821	\$ 27,831.15	\$ 1,244.07	\$ 27,831.15	\$ 27,831.15	\$ 26,587.08
TOTAL	22483	\$ 3,768,664.89	\$ 115,044.40	\$ 3,768,664.89	\$ 3,768,664.89	\$ 3,653,620.49

All other terms and conditions of the solicitations remain unchanged